Dear Customer,

We’re happy that you’ve chosen Oceanic Time Warner Cable as your Digital TV provider and we’re here to help support your use of a retail CableCARD-ready device. We wanted to ensure that your setup and installation go as smoothly as possible, so we’re providing you with the instructions you’ll need to activate your device and start enjoying your favorite programming. We’ve also included additional resources for other supported devices. For even more information on your CableCARD visit us at www.timewarnercable.com/cablecard.

Follow these simple steps in order to get your CableCard device and Tuning Adapter up and running right away.

**First: Install your CableCARD**

Before inserting the CableCARD(s) into your Host Device, please write down the serial number printed on the back of each CableCARD in the blanks below. Also, be sure to take note of the Host ID and CableCARD ID that will appear during the installation process. This information will be required to Activate each CableCARD.

**TIP:** If you’re connecting multiple host devices, please be sure to keep track of which serial numbers are inserted into each device so that the CableCARDs can be paired appropriately.

<table>
<thead>
<tr>
<th>Host Device Manufacturer</th>
<th>Host Device Model</th>
<th>CableCARD Serial # (9-digits starting with PK)</th>
<th>CableCARD ID (13-digits)</th>
<th>Host ID (13-digits)</th>
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When installing a CableCARD in a supported device, refer to the setup instructions included with that device. We want you to have the best experience possible, so we’ve compiled phone numbers and websites for the supported devices where you can find answers to any of your questions.

**Ceton InfiniTV 4 Multi-Tuner PC Card**
Ceton's support website: www.cetoncorp.com/infinitv/support
Support line: 1.866.265.5541

**Moxi 3-Tuner HD DVR**
Support line: 1.866.969.6694

**TiVo HD DVR**
TiVo's support websites: http://tivo.com/cablecard
Support line: 1.877.367.8486

**Second: Activate your CableCARD**

Once you’ve installed the CableCARD and have written down all required information (from step one above), you’re ready to activate it. Just call our CableCARD Technical Support Desk at 808.625.8137 to get started.

**The CableCARD Technical Support Desk hours are:**
8:00am – 8:00pm (7 days a week)

Continued on back.
Third: Set up the Tuning Adapter

You will need a Tuning Adapter only if you’re using one of the following devices:
- TiVo DVR (either the Series 3, HD, HD XL, Premiere, or Premiere XL)
- Moxi HD DVR
- Ceton InfiniTV 4 Multi-Tuner PC Card

To install your Tuning Adapter, first, make sure the CableCARD is installed and activated. Then, follow these steps:

1) Connect the cable coming from the wall to the “cable in” connection on the Tuning Adapter.
2) Connect the cable from the “cable out” connection on the Tuning Adapter to “cable in” connection on the TiVo, or Moxi. If connecting to a Ceton, a cable out connection is not required.
3) Connect the power cord to the Tuning Adapter.
4) Once the power is connected, the light on the Tuning Adapter will be solid.

For Cisco Tuning Adapters: the light will be solid for about 10 seconds, and then begin to flash. After about 5-10 minutes the light will be solid again. If the light has not become solid after 10 minutes, reset the device by turning it off and then on again. At this point you should connect the USB cord from tuning adapter to the TiVo, Moxi, or computer if using Ceton.

NOTE: If the light on the front of the Tuning Adapter is blinking three times and then pausing, this means that a Firmware update is in progress (which could take around 20 minutes).

FAQs

If I have a CableCARD, do I still need my digital set-top box to get Digital TV?
You may choose to use a CableCARD-equipped Digital Cable Ready device instead of a digital cable set-top box to access digital cable services. In order to enjoy the full range of Time Warner Cable services, such as the Interactive Programming Guide, On Demand, and Start Over®, you will need a digital cable set-top box. UDCPs are one-way devices, and cannot access two-way services. However, certain UDCPs are able to access channels delivered interactively via Switched Digital Video (SDV) technology when equipped with a Tuning Adapter provided by Time Warner Cable. For more information please visit www.timewarnercable.com/cablecard.

Will I still get Movies On Demand and Pay-Per-View with a CableCARD?
Unfortunately, Interactive programming is not available on CableCARD-equipped UDCPs. If you have a UDCP, you will need to lease a digital set-top box to receive these services. To learn more about UDCP devices, please visit www.timewarnercable.com/cablecard or www.timewarnercable.com/tuningadapter.

Thank you for choosing Time Warner Cable.

We hope this information is helpful. If you have any questions, please visit www.timewarnercable.com/cablecard.